

dealers and others in the automotive business honor their agreements and warranties. Consumer complaints are handled by the Division.

DIVISION OF MOTORCYCLE SAFETY

Andrew S. Krajewski, *Coordinator*

6601 Ritchie Highway, N.E.
Glen Burnie, MD 21062 (410) 768-7328

The Division of Motorcycle Safety was created in 1983 (Chapter 674, Acts of 1983). The Division works to improve motorcycle safety by rider education and a comprehensive public awareness program that promotes the concept of "sharing the road."

DIVISION OF INVESTIGATIVE SERVICES

C. V. Kendall, *Director*

6601 Ritchie Highway, N.E., Room 102
Glen Burnie, MD 21062 (410) 768-7218

The Division of Investigative Services investigates violations of the Maryland Vehicle Law, including fraudulent drivers' licenses and vehicle ownership documents. Following complaints of alcohol or drug abuse, or physical or mental impairment, individuals applying to reinstate driving privileges are investigated by the Division. The Division enforces provisions of the Maryland Vehicle Law concerned with compulsory insurance, titling, and registration. Upon request, the Division also provides support to local law enforcement agencies.

The Division's Telecommunications Center provides motor vehicle information to law enforcement agencies daily from 8:00 a.m. to midnight. The Center is linked to the National Crime Information Center (NCIC), and the Maryland Interagency Law Enforcement System (MILES).

DRIVER SERVICES

Melvin Holmes, *Associate Administrator*

(410) 768-7689

Driver Services is responsible for three divisions: Licensing and School Vehicle Safety; Driver Control and Records; and Administrative Adjudication.

*DIVISION OF LICENSING &
SCHOOL VEHICLE SAFETY*

Col. John L. Lyding, *Director*

6601 Ritchie Highway, N.E., Room 207
Glen Burnie, MD 21062 (410) 768-7256

The Division of Licensing and School Vehicle Safety conducts examinations of all new drivers and renews motor vehicle drivers' licenses.

Examinations test vision, knowledge of motor vehicle laws, and ability to operate a motor vehicle safely. Licensees also must meet age requirements.

Maryland licenses are classified according to the type of vehicle the driver will operate. The five kinds of licenses are:

Class A—tractor-trailers

Class B—trucks over 20,000 lbs. gross weight

Class C—buses

Class D—automobiles, station wagons, &
trucks up to 20,000 lbs. gross weight

Class E—motorcycles

Examinations are held at the Motor Vehicle Administration in Glen Burnie and at branch offices in Annapolis, Baltimore City, Chesapeake City, Easton, Gaithersburg, Hagerstown, Largo, LaVale, Salisbury, and Waldorf. Examining and licensing teams also conduct driver examinations at fourteen other locations throughout the State.

The Division also administers the Commercial Drivers License Programs and ensures that each school bus is inspected for safety three times a year.

DIVISION OF DRIVER CONTROL & RECORDS

Victoria D. Whitlock, *Director*

6601 Ritchie Highway, N.E., Room 124
Glen Burnie, MD 21062 (410) 768-7681

The Division of Driver Control and Records oversees three programs: Driver Review and Reinstatement; Driver Improvement; and Alcohol Education. The Division also is assisted by the Medical Advisory Board.

The Driver Review and Reinstatement Program helps rehabilitate unsafe drivers and identify persons who demonstrate dangerous attitudes about driving. Based on hearings held for errant drivers, license reviewers recommend administrative action regarding an individual's driving privileges. The Driver Improvement Program was established in 1962 to improve the attitudes of problem drivers. It consists of weekly sessions held for four weeks at one of MVA's full service offices. The Alcohol Education Program is a course for first offender social drinkers charged with alcohol-related offenses. It consists of weekly sessions held for six weeks.

The Division suspends the driving privileges of individuals who fail to appear in court after receiving a motor vehicle citation. The Division also distributes citation books to law enforcement officers and accounts for citations issued.

Within the Division, are the central license file and the case history files. Certified copies of driving records are available from the Division.